



Top Citizen Request Report

Report Range: 11/30/2011 - 12/14/2011



Thomas M. Menino, Mayor

Mayor Menino believes that government is about helping people. A core part of this focus is an attention to basic quality of life issues. This includes responding to citizen requests for City services such as filling potholes, removing graffiti, and ensuring that city streets are clean, safe and well-lit.

This report outlines the top requests the City has received through the Mayor's Hotline, Citizens Connect mobile applications, and online. It provides City managers with an up-to-date understanding of the concerns of citizens and the actions the City is taking to address them.

Public Works Department

Service Request (SR)	# of SR's	Expected Days to Close Case	Average Days to Close Case	% of SR's Meeting Expectation
Schedule a Bulk Item Pickup	917	N/A	10.9	N/A
Street Light Outages	365	10 biz days	19.9	72.0%
Missed Trash/Recycling/Yard Waste/Bulk Item	223	2 biz days	0.6	99.1%
Request for Pothole Repair	207	2 biz days	2.4	94.8%
Sidewalk Repair (Make Safe)	139	2 biz days	9.5	88.1%
Highway Maintenance	120	N/A	28.2	N/A
Recycling Sticker Request	97	2 biz days	1.5	98.0%
Graffiti Removal	55	45 biz days	53.9	59.1%
Pick up Dead Animal	49	1 biz days	0.1	95.9%
Requests for Street Cleaning	23	2 biz days	1.3	92.9%

Inspectional Services Department - Code Enforcement Division

Service Request (SR)	# of SR's	Expected Days to Close Case	Average Days to Close Case	% of SR's Meeting Expectation
Poor Conditions of Property	40	3 biz days	1.3	100.0%
Improper Storage of Trash (Barrels)	35	2 biz days	5.2	76.9%
Illegal Dumping	25	1 biz days	2.9	54.6%
Construction Debris Complaint	7	2 biz days	3.4	85.7%
Snow Removal Citation	5	5 biz days	1.0	100.0%

Property and Construction Management

Service Request (SR)	# of SR's	Expected Days to Close Case	Average Days to Close Case	% of SR's Meeting Expectation
Graffiti Removal	116	45 biz days	18.0	97.3%



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Parks Department

Service Request (SR)	# of SR's	Expected Days to Close Case	Average Days to Close Case	% of SR's Meeting Expectation
Tree Maintenance Requests	71	545 cal days	162.5	93.6%
Park Maintenance Requests	60	5 biz days	27.1	46.0%
New Tree Requests	31	720 cal days	283.2	90.6%
Tree Emergencies	29	1 biz days	13.1	83.9%
Parks Lighting Issues	6	7 biz days	5.2	100.0%

Boston Transportation Department

Service Request (SR)	# of SR's	Expected Days to Close Case	Average Days to Close Case	% of SR's Meeting Expectation
Abandoned Vehicles	85	20 biz days	9.8	100.0%
Sign Repair	84	10 biz days	8.7	89.1%
Traffic Signal Repair	78	1 biz days	3.1	81.7%
New Sign, Crosswalk or Pavement Marking	54	45 cal days	22.6	85.7%
Missing Sign	22	10 biz days	17.6	62.1%

Column Definitions:

- Service Request: The type of service requested
- # of SR's: The number of service requests received during the reporting period
- Expected Days to Close Case: The timeframe the City expects it should take to close cases of this type
- Average Days to Close Case: The average number of days it took to close cases of this type during the period
- % of SR's Meeting Expectation: The percentage of service requests during the reporting period which were closed under the expected number of days of days

Please Note:

Not all requests for service are covered in this report. The list above only reflects the requests received through the CRM system for "basic city services" departments. While these departments receive a wide variety of daily requests, only the most frequent request types are listed. Additionally, multiple calls can be made for the same instance of work. For example, three individuals may report the same pothole before it is repaired. For this reason, the number of constituent requests for service is not a reliable measure of the total work done by the City.

For some service requests the expected days to close column is marked as "N/A." Specific goals are not available for these service requests types due to the complexity of the process for resolving these cases and/or the wide variation between individual cases of this type. However, City officials consistently monitor these case types along with all others to ensure the timely delivery of services.

For help with any service or question, call 617-635-4500 or visit www.cityofboston.gov/mayor/24.